



**Paula X. Stallcup**  
**Director**  
**311 Customer Service**



# Mission Statement

The mission of the 311 Customer Service office is to deliver excellent customer service through the City's engagement channels including the 311 Call Center, web portal and mobile app.

# Access to City Services



## Daily

- 7 Days a Week
- 7am-7pm

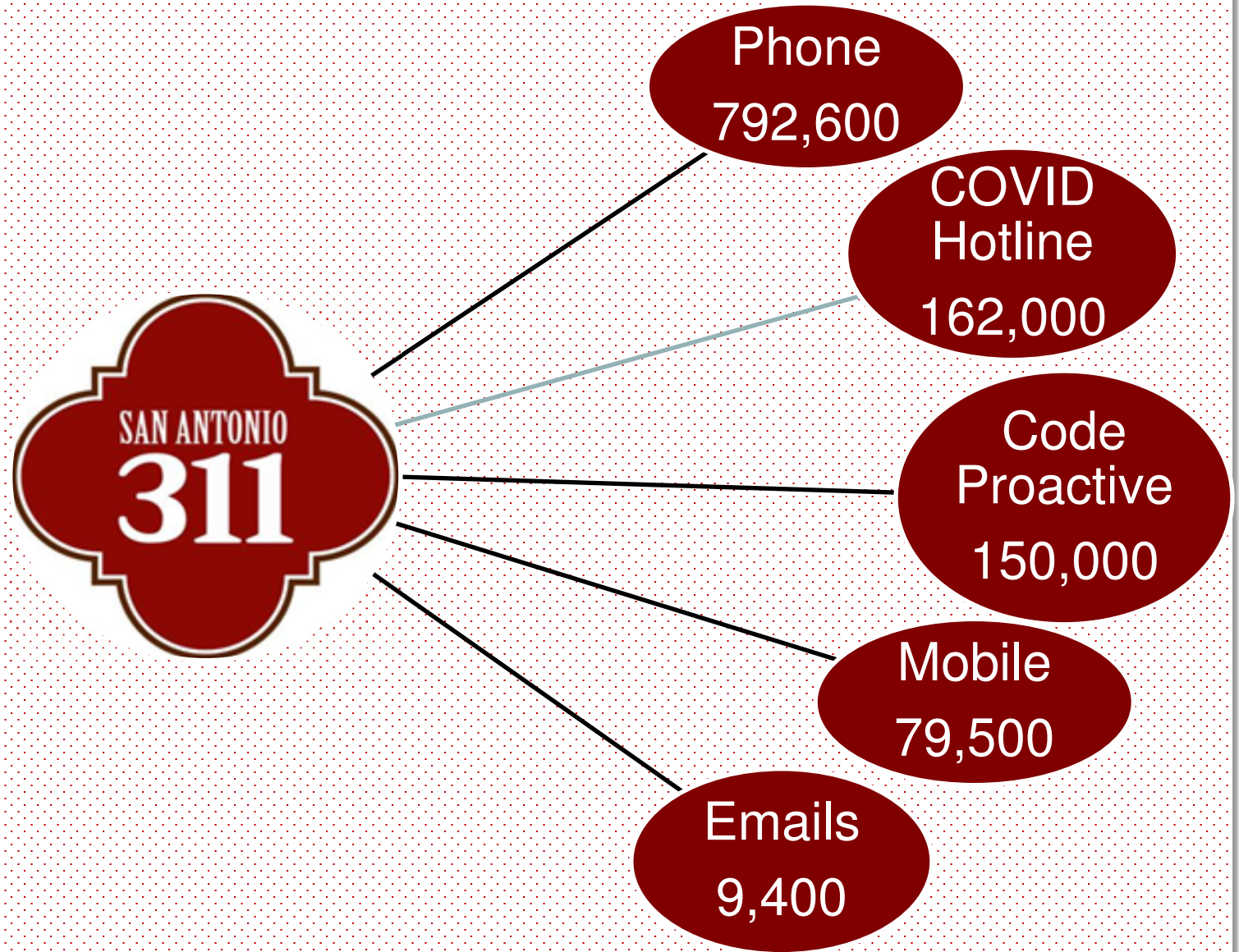
## After Hours til 11pm

- Press Option 1
- Critical animal concerns
- Traffic signal malfunctions

## 24/7

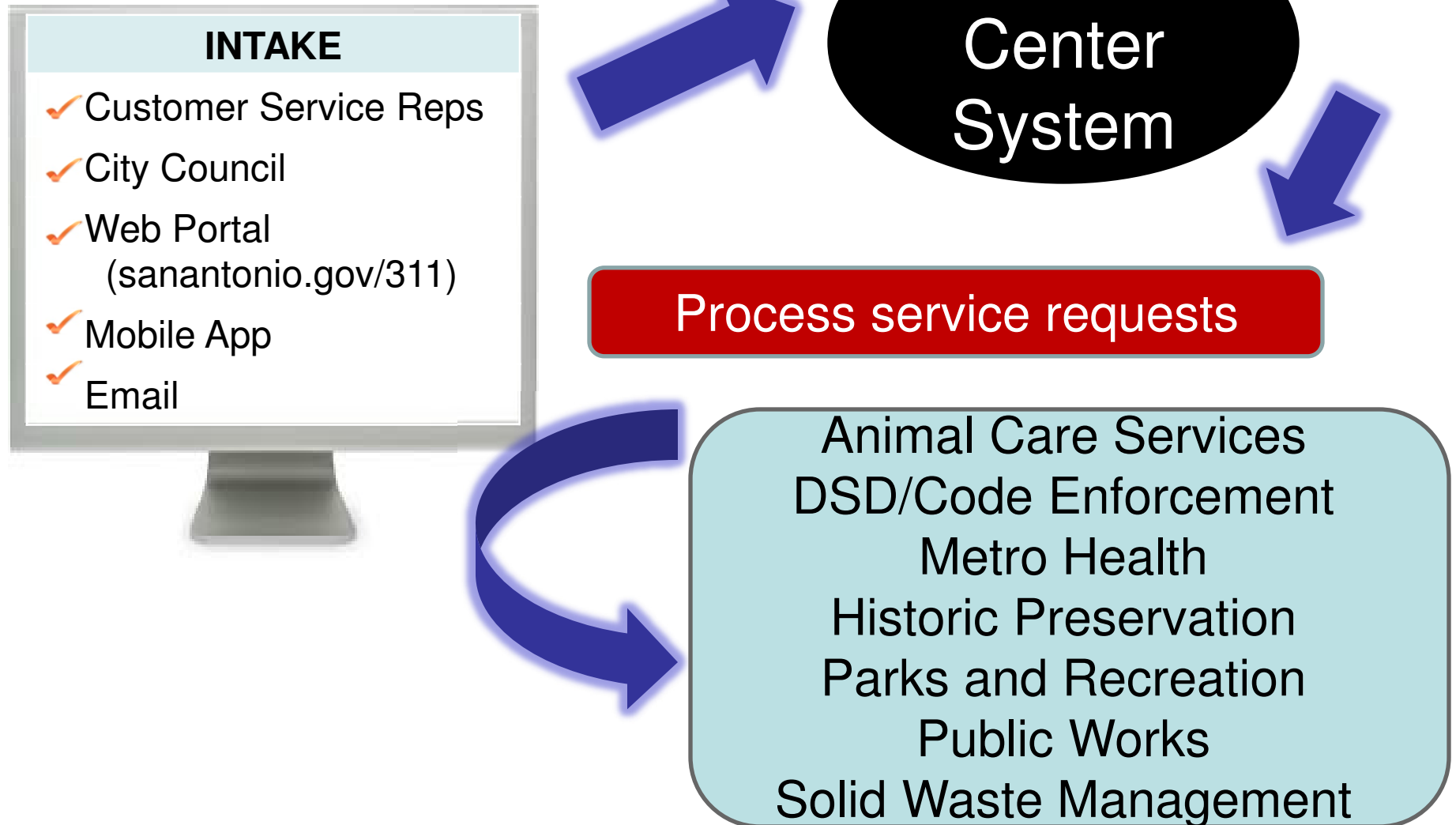
- Mobile App (311SA)
- Web Portal ([sanantonio.gov/311](http://sanantonio.gov/311))

# 311 Annual Interactions





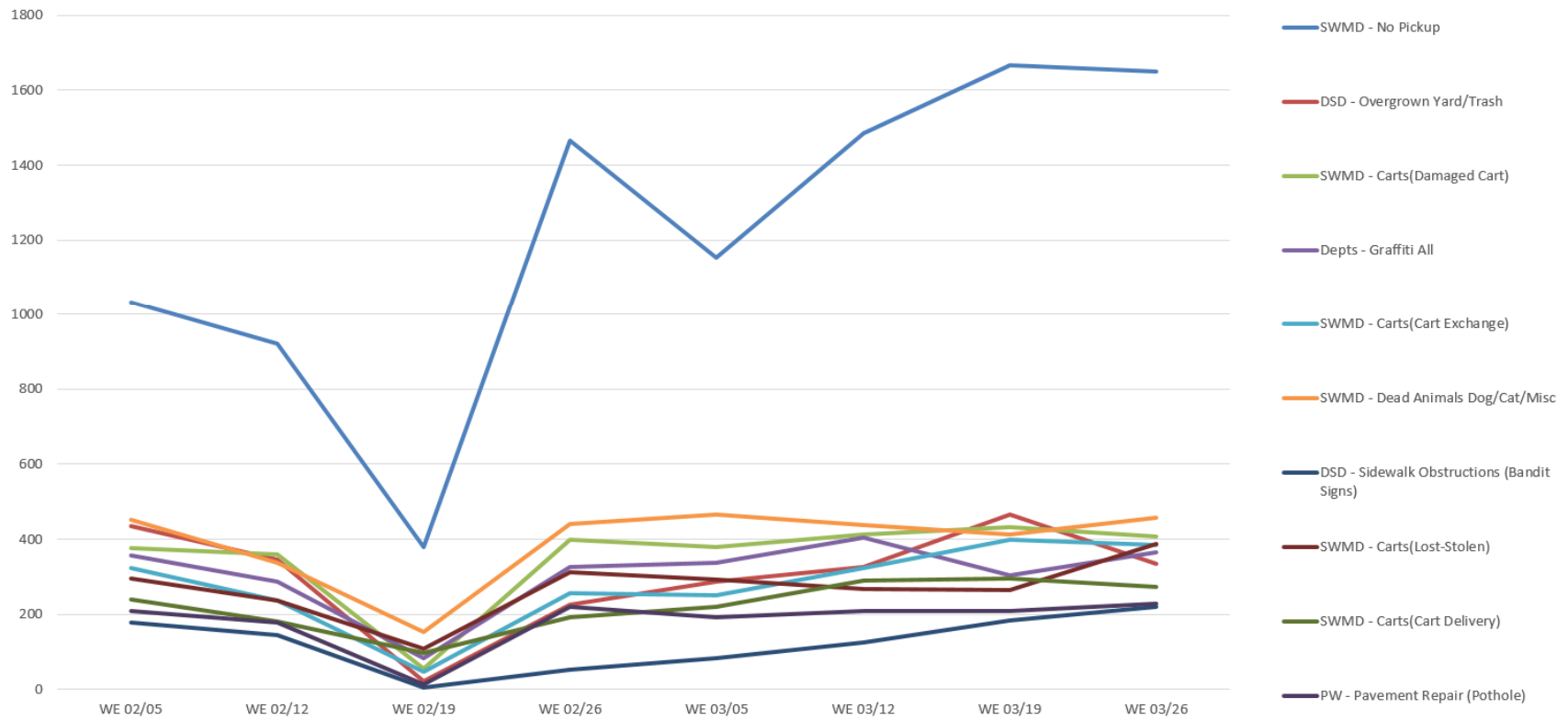
# Processing City Service Requests



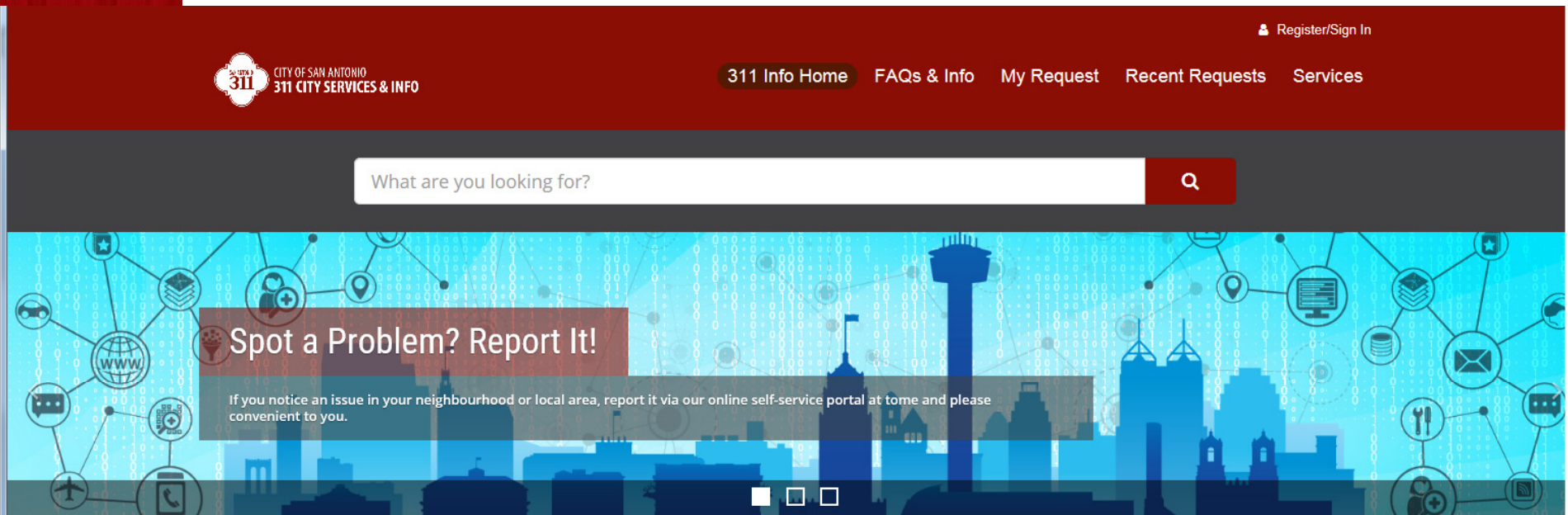
# 311 Annual Interactions (FY 20)



Top Ten Service Requests  
Requests Per Week  
Week Ending March 26, 2021



# Updated Website Portal



## MY ACCOUNT

Create an account or log in to an existing one on any device



## FAQS

Search the Knowledge Base and view resource articles.



## VIEW SERVICES



# New Website Portal



- Services page with all service request available for citizens to submit
- Residents can create an account to track their own cases

A screenshot of the 'My Account' page on the San Antonio 311 website. The page has a dark red header with the city logo and navigation links. The main content area is white and contains a 'Sign in' section with input fields for 'Email' and 'Password', a 'Log In' button, and a 'Create your account' button. A footer section contains 'FREQUENTLY ASKED QUESTIONS', 'QUICK LINKS', and 'CONTACT US' information.

Register/Sign In

CITY OF SAN ANTONIO  
311 CITY SERVICES & INFO

311 Info Home FAQs & Info My Request Recent Requests Services

Home / My Account

## My Account

### Sign in

Email

Password [Forgot your password?](#)

[Log In](#)

[Create your account](#)

**FREQUENTLY ASKED QUESTIONS**

- Animal Bite
- Animal Cruelty

**QUICK LINKS**

- My Account
- View Services

**CONTACT US**

100 Military Plaza San Antonio, TX 7820  
210-207-6000


# Searching for Articles and Info



pothole | Clear Q


<https://cosav-search.squiz.cloud/s/search.html?collection=cosa-search-meta&profile=overlay-completion&show=3&query=pothole>

Suggested 3 result(s) for: "**pothole**"

 **Pothole / Pavement Repair** Fill in a form


<https://cosav-web.squiz.cloud/services/pavement-repair>  
Published: Feb. 15, 2019 | Service

*Submit a service request for a **pothole** or pavement repair.*



 **Pothole/Pavement Repair Service**

<https://cosav-web.squiz.cloud/kb/docs/articles/transportation/potholes>  
Published: Nov. 13, 2018 | Article

*To report a **pothole** or pavement repair, you may contact the Call Center at 311 or (210) 207-6000. The Call*

 **311SA**

<https://cosav-web.squiz.cloud/kb/docs/articles/elections-and-records/311sa>  
Published: Jul. 30, 2019 | Article

## Pothole / Pavement Repair

### Pavement Repair

1. Location

2. Details

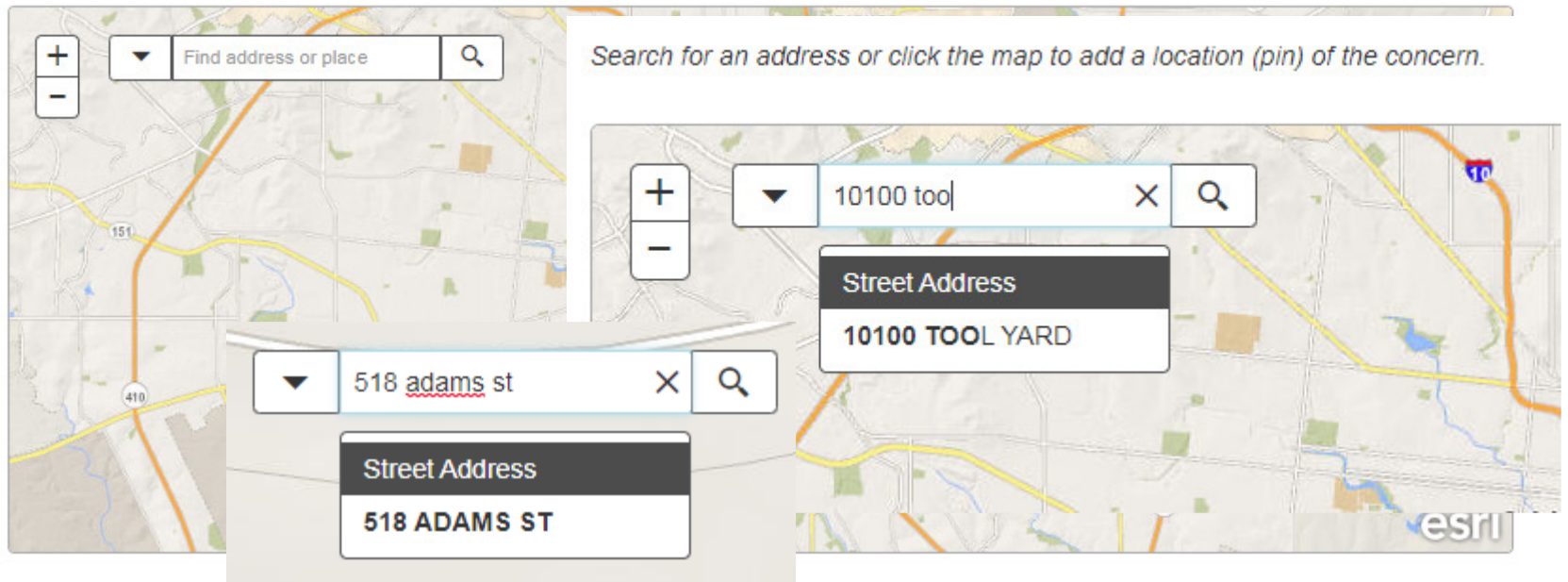
3. Status

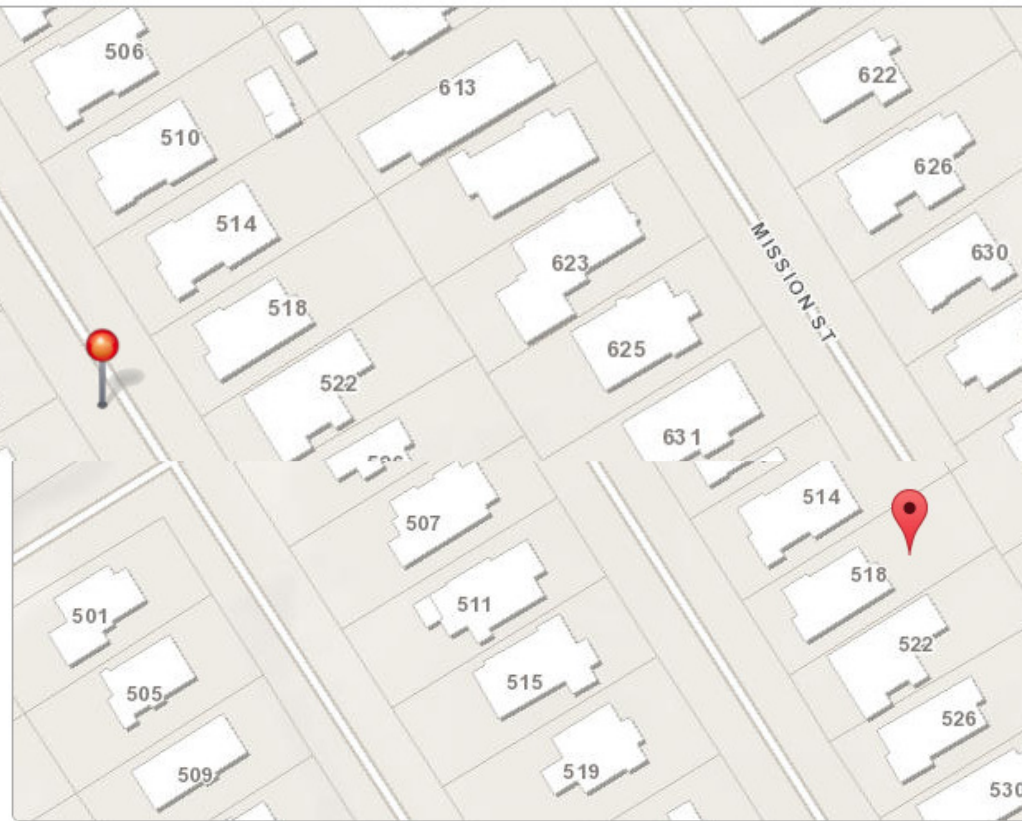
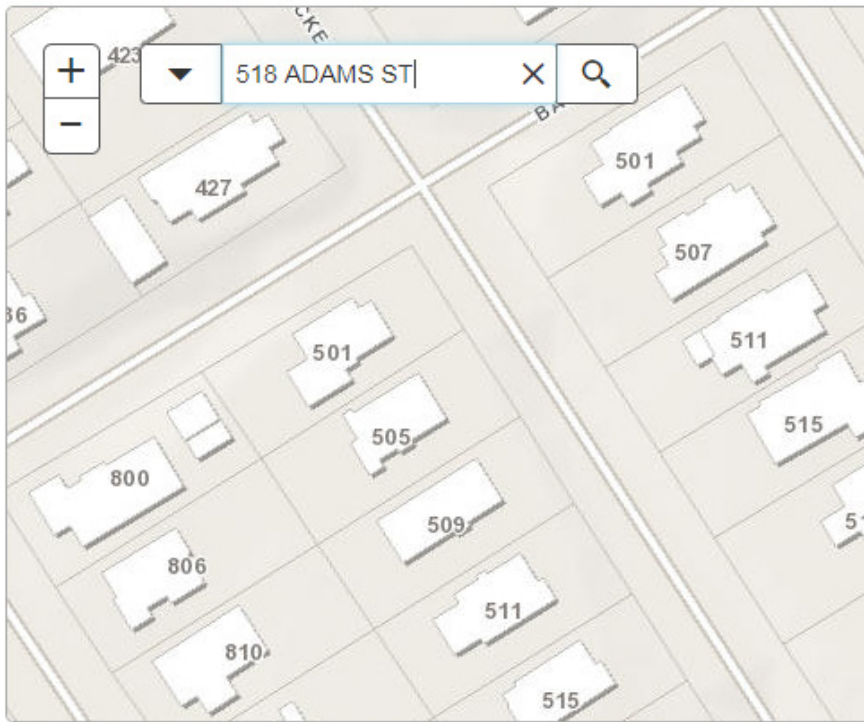
4. Confirm

#### 1. Location

Next ▶

Search for an address or click the map to add a location (pin) of the concern.





The address you searched for:

518 ADAMS ST

1. Select address from location box
2. Drop your pin on the property with concern
3. Check for open cases (to prevent duplicates)

The address you searched for:

518 ADAMS ST

The Pin Location is:

518 ADAMS ST, SAN ANTONIO, 78210

*Find out if your concern has already been reported.*

[Review Nearby Open Cases](#)



# Pothole / Pavement Repair

## Pavement Repair

✓ 1. Location

2. Details

3. Status

4. Confirm

### 2. Details

◀ Back

Next ▶

#### Pavement Conditions

Select street repair concern:

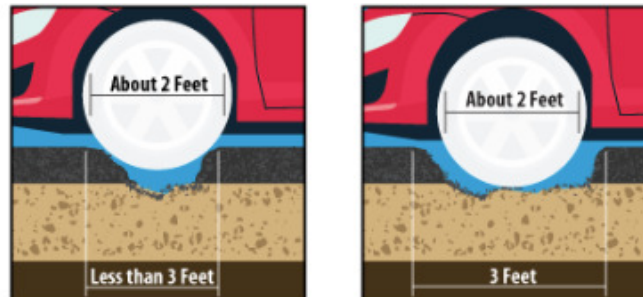
- ☐ Alley Maintenance
- ☐ Brick Pavers
- ☐ Guardrail Damage
- ☐ Manhole Cover
- ☒ Pothole/Street Repair
- ☐ Speed Humps
- ☐ Standing Water
- ☐ Street Construction Concerns

Is the pothole larger than 3' x 3' ?

- ☐ Yes
- ☐ No

Describe concern:

#### Estimating Pothole Size



Based upon the answer to the "Larger than 3'x3'" question, when can this be repaired?

- **NO:** Repaired within 2 working days
- **YES:** May take up to 90 days

## Pothole / Pavement Repair

### Pavement Repair

✓ 1. Location    ✓ 2. Details    ✓ 3. Status    4. Confirm

#### 3. Status

◀ Back

Next ▶

Your contact information is helpful if we have questions.

May we contact you?

☒ Yes    ☐ No

#### Customer Information

Last Name

Stallcup

First Name

Paula

# Pothole / Pavement Repair

## Pavement Repair

✓ 1. Location

✓ 2. Details

✓ 3. Status

4. Confirm

### 4. Confirm

◀ Back

Send Request

Service Request Type:	Pavement Repair (Pothole)
Responsible Department:	Transportation and Capital Improvements
Location:	518 ADAMS ST
Contact Info:	Paula Stallcup
Notifications:	You are subscribed to get Notifications for this Case
Estimated Time for Initial Investigation:	Not Applicable
Estimated Time to Complete Work:	2 Working Days

◀ Back

Send Request

# Services Listing



CITY OF SAN ANTONIO  
311 CITY SERVICES & INFO

[311 Info Home](#)

[FAQs & Info](#)

[My Request](#)

[Recent Requests](#)

[Services](#)


[Home](#) / [Services](#)


## Services


Use this search to help you find the correct service on this page.




 [Animals](#)


 [Graffiti & Waste Collection](#)

 [Health & Social Services](#)

 [Parks & Recreation](#)

 [Property Maintenance & Construction](#)

 [Transportation, Parking & Public Works](#)

 [Others](#)



Barricades



Drainage Channel - Debris / Investigation



Manhole Repair/Adjustment



Overgrown Vegetation



Parking Issues



Pavement Markings / Bike Lanes



Pothole / Pavement Repair



School Flashers - Maintenance



Sidewalk Repair / Rebate Program



Signal / Timing Modification



Speed Hump Repair



Stop Sign Study

16





# Services

Use this search to help you find the correct service on this page.



[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

## A

- [Additional Waste Containers](#)
- [Aggressive/Stray Animals](#)
- [Alley Concerns](#)
- [Animal Bite](#)
- [Animal Cruelty/Neglect](#)
- [Animal Sales/Permits/Waste](#)

## B

- [Bagged Leaf Collection](#)
- [Barking/Destroying Property](#)
- [Barricades](#)
- [Basketball Goals blocking the Sidewalk](#)
- [Boarding Home Permits](#)
- [Brush/Debris Blocking Sidewalk](#)
- [Building Without a Permit](#)

# Web Portal – My Account



Paula Stallcup Sign Out

[311 Info Home](#) [FAQs & Info](#) [My Request](#) [Recent Requests](#) [Services](#) [SA.Gov Home](#)

[Home](#) / [My Requests](#)

[My Profile](#) [My Requests](#) [My Favorites](#) [Reset My Password](#)

## My Requests

Select an item from the list to view the details of the request and/or complete a request you saved earlier.

	<a href="#">311_Dockless Vehicle_VOF (311 Customer Service &gt; Customer Service &gt; Dockless Vehicle)</a> 403 FLORIDA, SAN ANTONIO <i>13 days ago (8.37pm Wednesday, 17th March 2021)</i>	1016747571 Status: Open
	<a href="#">Pavement Repair Pothold VOF (Public Works &gt; Streets &gt; Pavement Repair (Pothole))</a> 628 S ST MARYS ST, SAN ANTONIO, 78205 <i>15 days ago (8.28pm Monday, 15th March 2021)</i>	1016742190 Status: Closed <i>Reason: Notification Closed</i>
	<a href="#">Pavement Repair Pothold VOF (Public Works &gt; Streets &gt; Pavement Repair (Pothole))</a> 613 OBLATE, SAN ANTONIO, 78216 <i>2 months ago (11.01am Saturday, 13th February 2021)</i>	1016690558 Status: Closed <i>Reason: Notification Closed</i>
	<a href="#">Pavement Repair (Pothole) (Public Works &gt; Streets &gt; Pavement Repair (Pothole))</a> 6313 BLANCO RD, SAN ANTONIO <i>2 months ago (1.01pm Tuesday, 9th February 2021)</i>	1016681918 Status: Closed <i>Reason: Notification Closed</i>

[My Profile](#)[My Requests](#)[My Favorites](#)[Reset My Password](#)

# My Requests

Select an item from the list to view the details of the request and/or complete a request you saved earlier.

[Back to list](#)

## Request summary

Reference	1016742190
Title	Pavement Repair Pothold VOF
Type	Public Works > Streets > Pavement Repair (Pothole)
Status	Closed
Created	8.28pm Monday, 15th March 2021
Associated with	628 S ST MARYS ST, SAN ANTONIO, 78205

## Case Progress

- ✓ **Request Submitted**  
Your request has been submitted to San Antonio 311.
- ✓ **Department Review**  
Your request is being reviewed to determine what action is required.
- ✓ **Request Accepted**  
Your request is has been accepted and is being queued for processing.
- ✓ **Work Start**  
Work has commenced on your request.
- **Work Complete**  
Work has been completed.
- ✓ **Case Closed**

## Notes

10.04am Tuesday, 16th March 2021  
Unable to Locate Concern

8.28pm Monday, 15th March 2021  
Work Assigned

8.28pm Monday, 15th March 2021  
Request Reviewed



## Increased Functionality

*Developed  
by local  
startup*

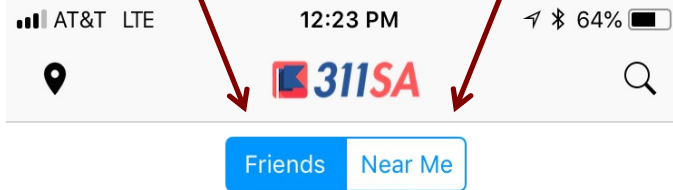


More Request Types  
Track your requests  
Follow other users  
Vote/Share other requests  
Gamification for engagement  
Interactive map  
Transparency for all 311  
requests  
**Added updates with  
outcomes**

New Update Coming Soon:  
See 311 calls in mobile profile

# Urban Feed

## Friends/Near Me



**Jordan Ghawi**  
TX 78201, USA

9/25/18  
Open



**Graffiti - Traffic Sign**

612 FREDERICKSBURG RD, SAN ANTONIO, TX 78201, USA



1 votes



share



**Bianca Maldonado**  
TX 78201, USA

9/23/18  
Open



**Streets/Traffic - Bandit Signs in ROW**

1446 W HOLLYWOOD AVE, SAN ANTONIO, TX 78201, USA



2 votes

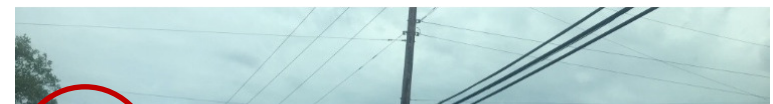


share



**Bianca Maldonado**  
TX 78228, USA

9/23/18  
Open





# Gamification

AT&T 12:25 PM 70%

Profile

Paula Stallcup

19 Flags 2 Followers 2 Following 696 Points

Paula Stallcup  
Level 2 Canvasser  
696 pts.

To next level  
304 pts.

Achievements

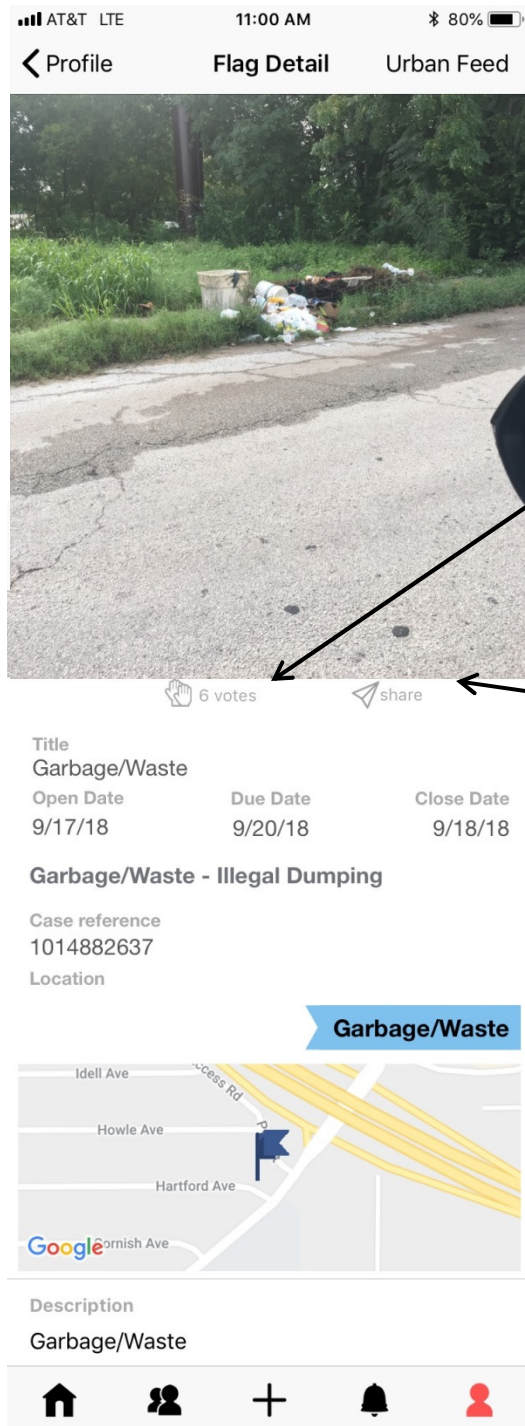
- Engagement Medal
- Volunteer
- Community Organizer

# 311SA Leaderboard

AT&T 1:27 PM

Community

Leaderboard	Followers	Following
1 John Burciaga Level 9 Civic leader		192550 pts.
2 Jordan Ghawi Level 9 Civic leader		75322 pts.
3 Gene Marck Level 9 Civic leader		59283 pts.
4 Ruben Sanchez Level 8 Civic Influencer		46618 pts.
5 D Rios Level 8 Civic Influencer		38712 pts.
6 Brian Karl Pfeiffer Level 8 Civic Influencer		36128 pts.
7 Marie Level 7 Community Star		29069 pts.
8 Frog Boi Level 7 Community Star		20565 pts.
9 JR Trevino Level 7 Community Star		19562 pts.
10 Steven Level 7 Community Star		18462 pts.

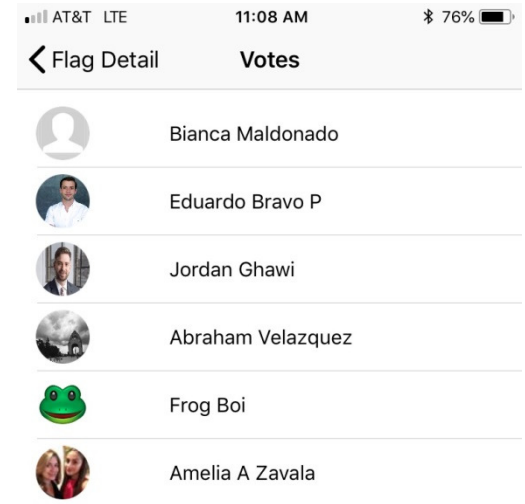


# Flag Detail

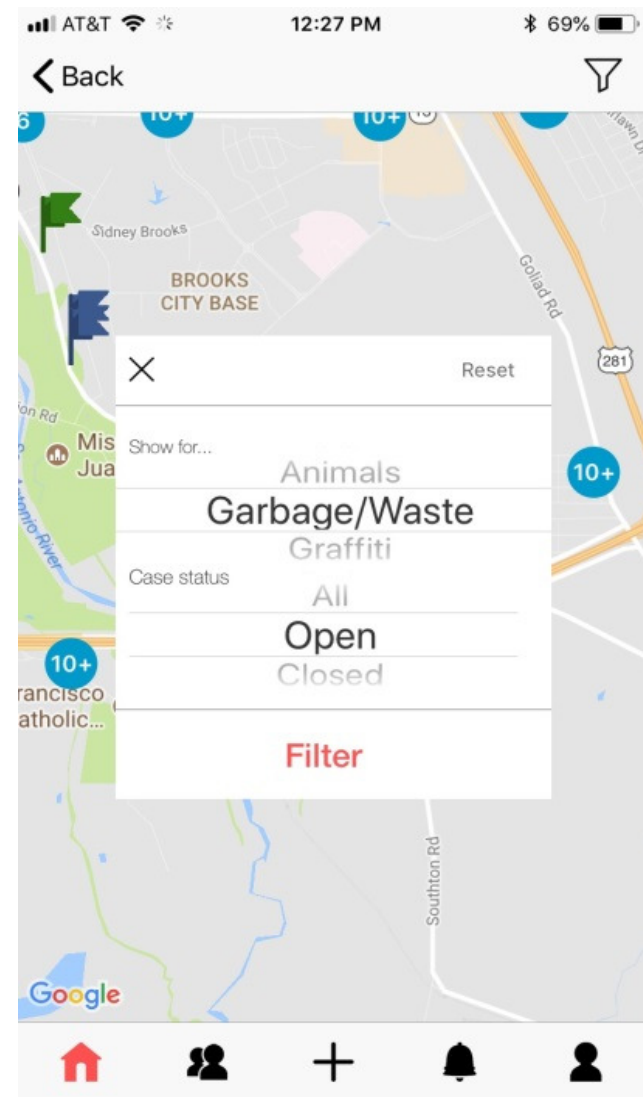
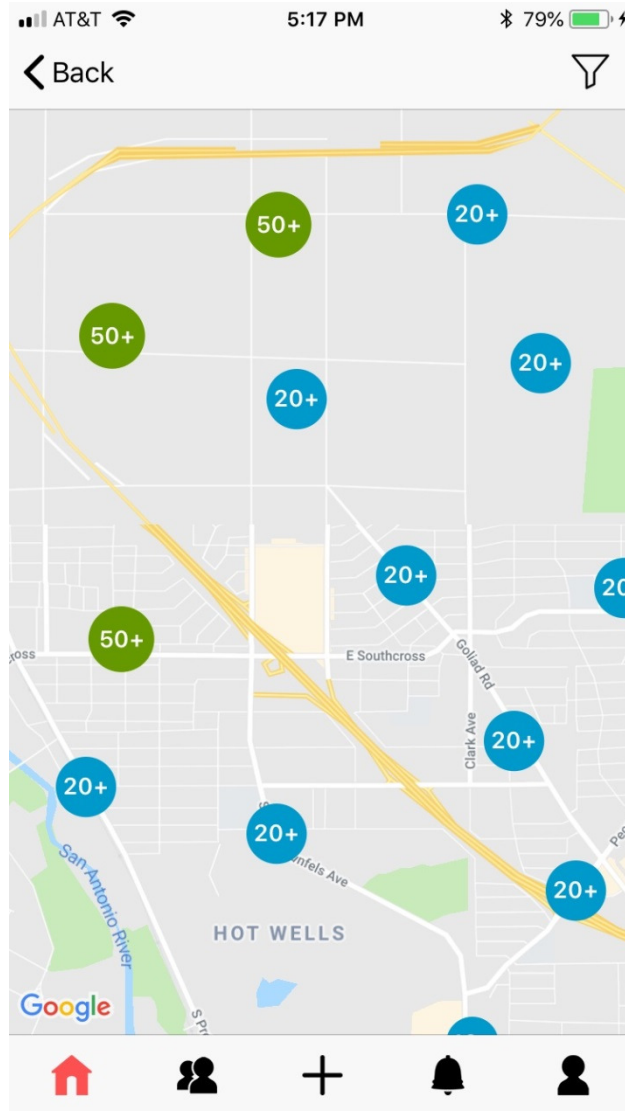
Votes

&

Shares



# Interactive Map







- AT&T

11:01 AM

i

Category
- Animals
- Garbage/Dumping
- Graffiti
- Parks
- Permits
- Property Maintenance
- Scooters/Dockless Vehicles
- Sidewalks
- Streets/Traffic



AT&T

2:51 PM

< Profile

Flag Detail

Urban Feed

Title

Streets/Traffic

Open Date

Due Date

Close Date

12/31/19

1/6/20

1/3/20

Streets/Traffic - Pothole/Street Repair

Case reference

1015994869

Resolution

Case progress

✓

Request Submitted

①

✓

Department Review

①

✓

Request Accepted

①

✓

Work Start

①

✓

Work Complete

①

Updates

1/3/20 - Request Completed

12/31/19 - Request Reviewed

12/31/19 - Work Assigned

AT&T

2:51 PM

< Profile

Flag Detail

Urban Feed

Streets/T

3 votes




share

Title

Streets/Traffic

# Stay Informed

## Other Ways to get involved

- Sign up for department newsletters
- Follow 311 on  @SanAntonio311
- Like us on   @COSAGOV
- Check website for updates:  
[www.sanantonio.gov](http://www.sanantonio.gov)
  - Front page
  - Residents tab
  - City News (lower right)



CITY OF  
SAN ANTONIO

Google Custom Search



GET CONNECTED

RESIDENTS

VISITORS

BUSINESS

YOUR GOVERNMENT

ESPAÑOL



GET ENGAGED >>



**RON NIRENBERG**  
MAYOR

Ron Nirenberg is the mayor of San Antonio, the fastest growing city with the 7th largest population in the United States... >

#### MAYOR AND COUNCIL INFORMATION

CITY COUNCIL & COMMITTEE MEETING AGENDAS

FIND YOUR CITY COUNCIL MEMBER

CHARTER REVIEW COMMISSION

SERVICIOS DE TRADUCCIÓN Y AGENDAS

WATCH CITY COUNCIL MEETINGS & B-SESSIONS



**ERIK WALSH**  
CITY MANAGER

Erik Walsh is the City Manager of San Antonio, the nation's seventh largest city. As the chief executive officer... >

## CITY SPOTLIGHT



### 311 CITY SERVICES & INFO ENHANCEMENTS

Visit the new 311 City Services & Info website and services portal.



#### SA CLIMATE READY PLAN



Learn more about the plan. >

#### SMOKE FREE PARKS



San Antonio's parks and plazas are smoke and tobacco-free. >

#### CONNECT WITH THE CITY OF SAN ANTONIO



#### EMERGENCY INFORMATION

[FIRE](#) • [POLICE](#) • [STREET CLOSURES](#) •  
[EMERGENCY MANAGEMENT](#)

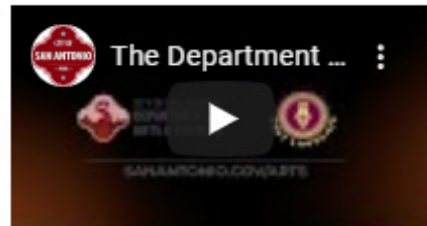
#### 311 CITY SERVICES & INFO

By phone: dial 311 or 210.207.6000

#### REPORTS AND MEDIA

CITY CALENDARS

POLICE REPORTS



#### FEATURED INFORMATION

ANIMAL CARE SERVICES

BIRTH CERTIFICATES





## RESIDENTS

[sa.Gov Home](#) > Residents Home

### DID YOU KNOW?

...The City has an [online web service](#) portal to submit your requests for service for the city to respond...



**RON NIRENBERG**  
MAYOR

Ron Nirenberg is the mayor of San Antonio, the fastest growing city with the 7th largest population in the United States... >

### MAYOR AND COUNCIL INFORMATION

[CITY COUNCIL & COMMITTEE MEETING AGENDAS](#)

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[SERVICIOS DE TRADUCCIÓN Y AGENDAS](#)

[WATCH CITY COUNCIL MEETINGS & B-SESSIONS](#)



**ERIK WALSH**  
CITY MANAGER

Erik Walsh is the City Manager of San Antonio, the nation's seventh largest city. As the chief executive officer... >



### CITY EVENTS

The city is offering a variety of events this month!



### 311 ONLINE SERVICES



Make a service request online. It's fast and easy! >

### ANIMAL CARE SERVICES



### CITY CONNECT

[PAY A BILL](#)

[SAN ANTONIO WATER SYSTEM](#)

[CITY ENERGY](#)

[311 CITY SERVICES & INFO](#)

[PAY A TICKET](#)

[TRAFFIC AND PARKING TICKETS](#)

[PARKING CITATION](#)

[MISDEMEANORS](#)

[BUILDING PERMITS](#)

[CITY MAPS](#)

[DOWNTOWN PARKING FACILITIES](#)

[GARAGE SALE PERMITS](#)

[METRO HEALTH](#)

[REPORT A CODE VIOLATION](#)

[REPORT A POTHOLE](#)

[SAN ANTONIO PUBLIC LIBRARY](#)

# Thank You!

**Paula X. Stallcup**

**E: [paula.stallcup@sanantonio.gov](mailto:paula.stallcup@sanantonio.gov)**

**P: (210) 207-7983**

**311 email: [311CustomerService@sanantonio.gov](mailto:311CustomerService@sanantonio.gov)**

